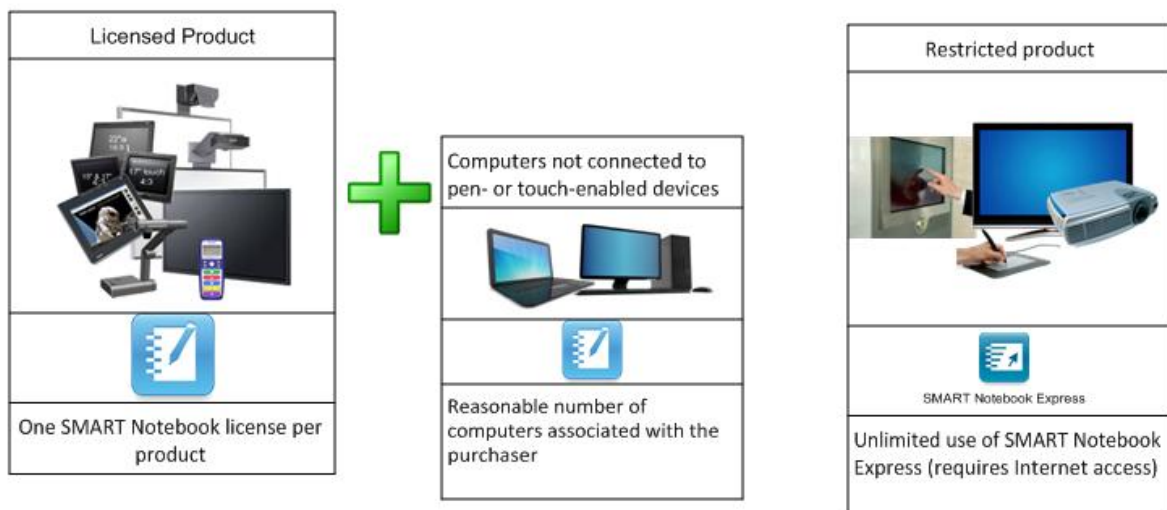


SMART Notebook™ Software Licensing FAQs

1. How does licensing work for SMART Notebook software?

When an eligible licensed product is purchased, a SMART Notebook collaborative learning software license is included. Users are permitted to use the software on any computer connected to the licensed product. SMART Notebook software can also be used on a reasonable number of computers associated with the purchaser that are not connected to pen- or touch-enabled devices. For more information about this usage, see questions seven and eight.

The end user license agreement (EULA) does not permit the use of SMART Notebook software when a computer is connected to a restricted product (a pen- or touch-enabled device not on the licensed product list). Users with these products can use the SMART Notebook Express™ web application to work with SMART Notebook files.



2. What is a licensed product?

The following SMART products are considered licensed products:

- SMART Board™ interactive whiteboard
- SMART Board interactive display
- SMART Response™ interactive response system
- SMART Podium™ interactive pen display
- SMART Document Camera

3. What is a restricted product?

Restricted products include, but are not limited to, any pen- or touch-enabled devices that are not on the licensed product list above. The following are some examples:

- Interactive whiteboards
- Interactive projector systems
- Display screens
- Screen digitizing devices or slates

4. Why are we communicating to customers about the SMART Notebook EULA?

The SMART Notebook software license is designed to offer you choices. By providing clear direction on the permitted use of SMART Notebook software, you can make informed purchasing decisions. We also want to ensure that content created on our platform is accessible to anyone. To enable this, we permit another application, SMART Notebook Express, to be used on any device.

5. Why doesn't SMART normally permit the use of SMART Notebook software on restricted products?

SMART restricts how SMART Notebook can be used for several reasons:

- SMART has built its reputation on delivering a superior user experience. SMART Notebook software integrates tightly with SMART hardware products, such as SMART Board interactive whiteboards. We have invested many hours testing our software with our hardware to ensure that SMART can provide complete, easy to use, integrated education solutions. At this time, SMART is unable to guarantee a similar high-quality user experience when SMART Notebook is used with restricted products.
- SMART has not yet assessed the impact on our support services of allowing SMART Notebook to be used on restricted products. Supporting our customers is extremely important to us. Without knowing what the increase in support requests to our services group would be, we do not want to risk being unable to properly support SMART customers.

6. Are there ways for educators to take advantage of SMART Notebook if they have a restricted product?

If users have chosen a restricted product or do not have a licensed product, they can use the SMART Notebook Express web application (express.smarttech.com). It enables people everywhere to open, interact with and share SMART Notebook files. This lightweight version of SMART Notebook software is accessible online anytime at no charge. Users don't need to log in, and there's no software to download

– all they need is Internet access. For a list of features and functions, visit smarttech.com/notebookexpress

With their authorized SMART reseller, users can also apply for a stand-alone license of SMART Notebook through the Technology Upgrade Program for education (TUP-E). Applications to this program are evaluated against set criteria for approval and grant of the license.

7. What does *purchaser*, as mentioned in question one, mean?

If a person is responsible for purchasing classroom technology for a district, and he or she purchases a licensed product for one school in the district, then the one school with the licensed product is considered the purchaser. If that same person instead purchases many licensed products for schools across the district, then the district is considered the purchaser.

8. The EULA states that SMART Notebook can be used on a reasonable number of computers associated with the purchaser. What does this mean?

Within reason, SMART Notebook is permitted to be used on computers that are directly associated with the purchaser (see question seven), provided they are not connected to restricted products.

For example, when a school purchases a SMART Board interactive whiteboard, it can install SMART Notebook on all computers owned by the school and on all computers owned by associated members of that school, such as teachers, substitute teachers, students and administrators, that are not connected to restricted products. The license does not allow SMART Notebook to be used on the computers of teachers from other schools or school districts. When a member is no longer associated with the purchaser, such as when a teacher moves to a different school, he or she is no longer permitted to use SMART Notebook.

9. Can I use SMART Notebook on a touch-enabled tablet PC?

SMART Notebook is permitted to be used on a touch-enabled tablet PC as long as the tablet PC is for individual use. If the tablet PC is used as a display for more than one person, then it would be considered a restricted product.

As stated in definition section 1.1 of the SMART Notebook EULA, "a Computer may have touch enabled or pen enabled capability provided the Computer is intended for individual use rather than multi-person display, and further provided such Computer is not attached or connected (including wirelessly) to a Restricted Product."

10. Can I use any SMART hardware product to obtain a SMART Notebook product key?

No. Only the following hardware products are eligible:

- SMART Board interactive whiteboards (500 series, 600 series, 600i series, 685ix and SBD600 series)
- SMART Board *for Flat-Panel Displays* interactive whiteboard
- SMART Podium interactive pen displays (ID350, ID370, DT770 and ID422w)
- SMART Response interactive response systems (PE, LE, CE and XE)
- SMART Document Camera

NOTE – Actalyst™ interactive digital signage and the SMART Slate™ wireless slate are not eligible for a SMART Notebook license.

11. Can I use a slate with SMART Notebook software?

Slates are not permitted for use with SMART Notebook software with one exception. The EULA allows any slate product to be used with SMART Notebook software when the slate is used with a licensed product.

The following are examples of permitted uses of SMART Notebook software:

- A slate used with a SMART Board interactive whiteboard
- A slate used with a SMART Response interactive response system and a non-interactive projector
- An digital sketchpad used with a SMART Board interactive display frame

12. Where can I get a SMART Notebook product key?

The serial number of any eligible SMART hardware product can be used to obtain a SMART Notebook product key. The product key will be e-mailed to you after you complete one of our online registration forms, which can be found at smarttech.com/nb10productkey/default.aspx and smarttech.com/us/Product+Registration.

13. Can I install SMART Notebook 10 without a product key?

Yes. SMART Notebook 10 software can be installed and evaluated for a 30-day trial period. No product key is required. You can enter a valid SMART Notebook product key at any time during the evaluation period or after the evaluation period has expired. See question 15 as well.

14. Can I install SMART Notebook for a 30-day trial with a restricted product?

No. Restricted products are not eligible to be used with the SMART Notebook 30-day trial.

15. Can a SMART Notebook product key be used more than once?

Yes. The SMART Notebook product key is classified as a volume override product key, which means it can be used on a reasonable number of computers owned by an organization, such as a school or business. The EULA also extends usage permission to computers personally owned by the members of the organization, such as educators, other employees, consultants, students or other interested parties.

16. Can I install and activate SMART Notebook software at home?

Yes. As long as your organization has purchased eligible SMART hardware, you are permitted to install and activate SMART Notebook software on personally owned computers while you are associated with the purchasing organization. If you leave the organization, you must uninstall SMART Notebook. Unless a license for restricted products is obtained (see question 6 for more information), users at home are still not permitted to use SMART Notebook with restricted products.

17. Where can I find a copy of the SMART Notebook end user license agreement?

The EULA can be found in several locations:

- It is displayed and can be printed during the installation of SMART Notebook software
- It can be found by choosing the About SMART Notebook option in the software's Help menu and then selecting the License tab
- A PDF copy of the EULA can be found within the SMART Notebook installation directory. The default location for this directory is C:\Program Files\SMART Technologies\SMART Notebook.

18. Can I share my SMART Notebook product key with colleagues and students?

When a school or organization purchases licensed products from SMART, it receives one or more volume override SMART Notebook product keys. In an education environment, the product key can be shared among the members of the school or organization. SMART Notebook software must be uninstalled when the owner of a computer is no longer associated with the purchasing organization. The SMART Notebook product key should not be posted in a publically accessible area such as a website or forum.

Best practice is for an organization to use two separate SMART Notebook product keys – one for the computers that the purchaser owns and one for all the associated computers. At the end of the year, the purchaser can contact SMART to disable the key used for associated computers and receive a new one for the following year.

19. Can substitute teachers install SMART Notebook software on their computers when they work at a school that has a SMART Notebook license?

Yes. While substitute teachers are working at a school with a valid license, they can install SMART Notebook software because they are considered employees of the school at that time. They may also download the trial version of the software, which will be active for 30 days, or use SMART Notebook Express to view SMART Notebook files from any computer with an Internet connection.

20. Why does SMART Notebook software indicate it is still in evaluation mode, even after the SMART Notebook product key has been entered?

When SMART Notebook 10.6 is installed, it comes with SMART Notebook Math Tools software, allowing users to evaluate this software for a 30-day period. In this situation, the License Status dialog box that appears when SMART Notebook software starts indicates the time you have left for the SMART Notebook Math Tools evaluation. You can disable the License Status dialog box by selecting the Don't display this dialog again check box.

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